

A GUIDE TO THE CATILIZE HEALTH PORTAL

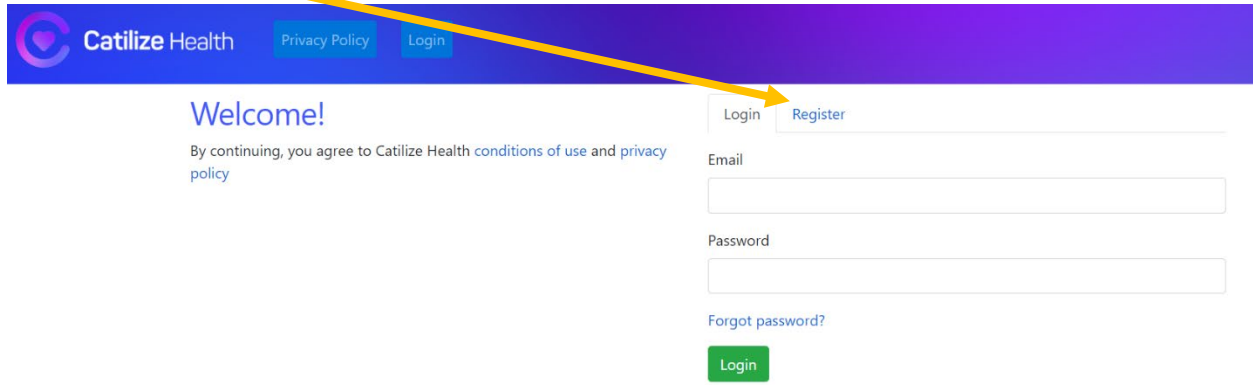
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REGISTRATION

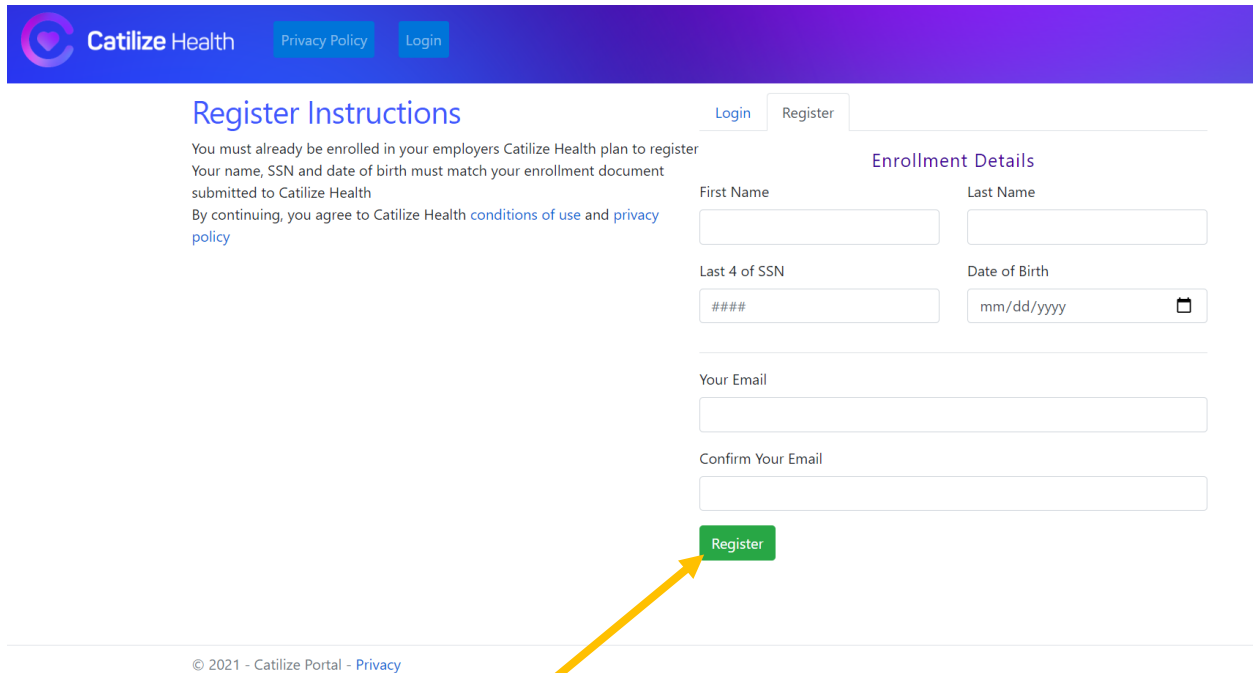
Go to portal.catilize.com

Click on Register.



The screenshot shows the top navigation bar with the Catilize Health logo, Privacy Policy, and Login links. Below the navigation bar, there is a 'Welcome!' message and a 'By continuing, you agree to Catilize Health conditions of use and privacy policy' statement. On the right side, there are two tabs: 'Login' and 'Register'. Below the tabs are input fields for 'Email' and 'Password', a 'Forgot password?' link, and a green 'Login' button. A yellow arrow points from the 'Click on Register.' text to the 'Register' tab.

You will be directed to the registration screen.

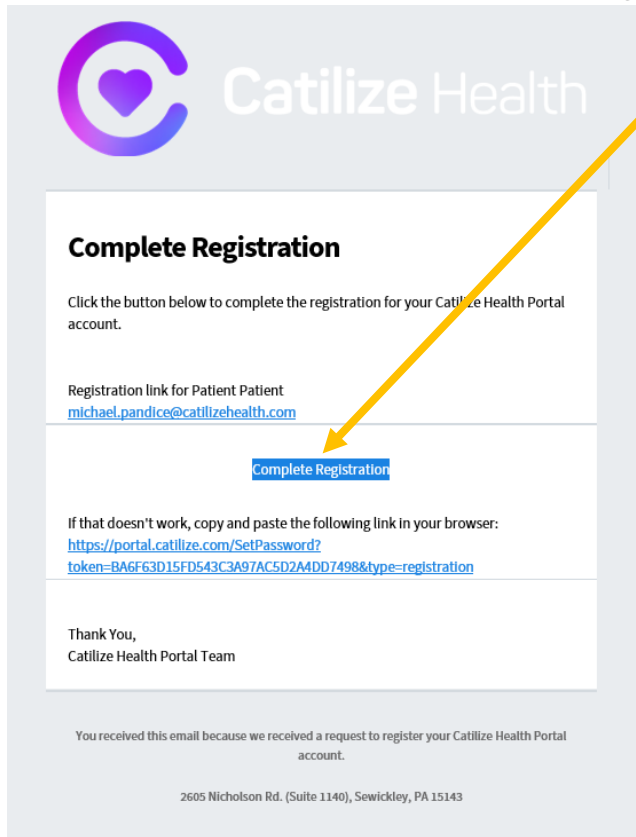


The screenshot shows the registration screen with the Catilize Health logo and navigation links. The main heading is 'Register Instructions'. Below it, there is a message: 'You must already be enrolled in your employers Catilize Health plan to register. Your name, SSN and date of birth must match your enrollment document submitted to Catilize Health. By continuing, you agree to Catilize Health conditions of use and privacy policy.' To the right, there are two tabs: 'Login' and 'Register'. Below the tabs is the 'Enrollment Details' section with input fields for 'First Name', 'Last Name', 'Last 4 of SSN', and 'Date of Birth'. Below these are 'Your Email' and 'Confirm Your Email' input fields. A green 'Register' button is at the bottom right. A yellow arrow points from the 'Fill out the form and click Register.' text to the 'Register' button.

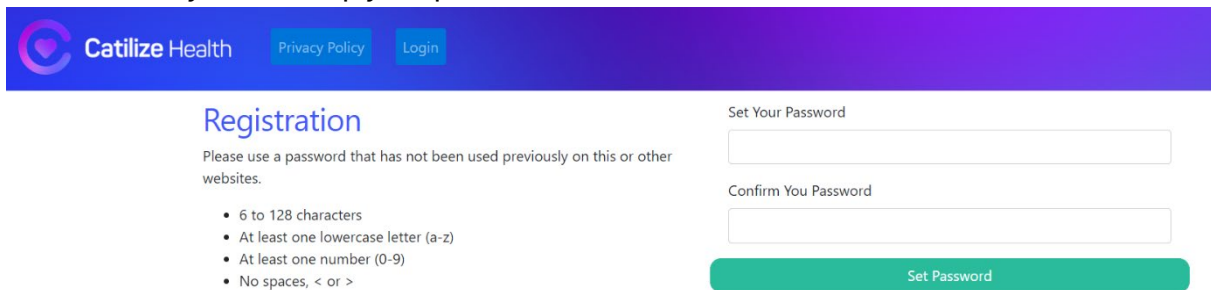
Fill out the form and click Register.

You will receive an email to complete registration.

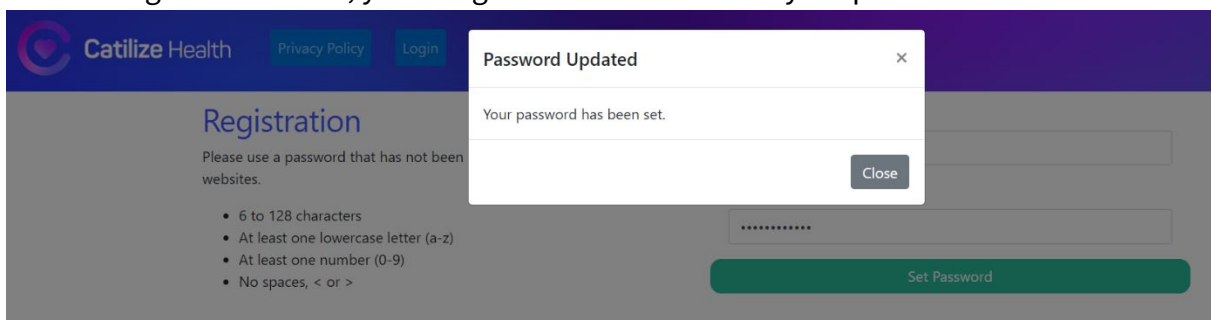
Once you receive the email, click Complete Registration.



This will direct you to set up your password.



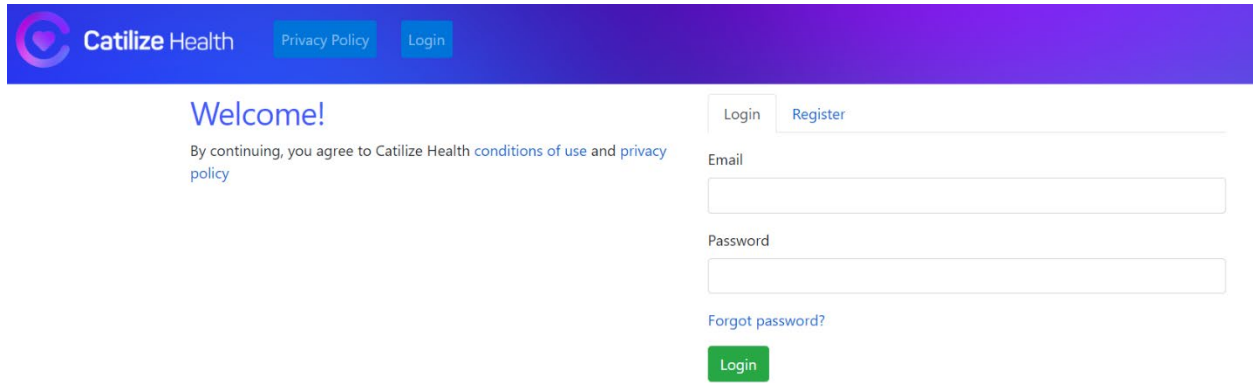
After clicking Set Password, you will get a box that confirms your password has been set.



After clicking Close, you will be redirected back to the login page.

LOG INTO THE PORTAL

Go to portal.catilize.com



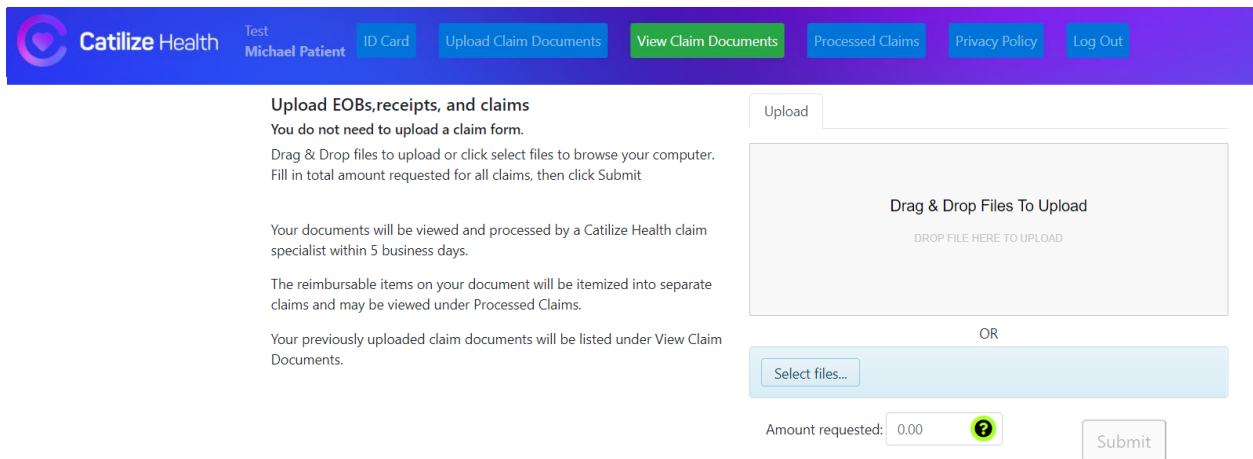
Type in your email and password then click Login.

You will be directed to the Upload Claim Documents page.

From the menu bar, you can also print a copy of your ID Card, upload or view Claim Documents, view processed claims, go to our Privacy Policy or Log Out.

UPLOAD CLAIM DOCUMENTS

Click on Upload Claim Documents.



You can drag and drop files to upload or click on Select Files to browse your computer.

Fill in the total amount requested for all claims for reimbursement.

You will see each document listed individually.

If you need to delete a document, click the green trash can button to the right of the uploaded document or click Clear to remove all uploads.

Upload EOBs, receipts, and claims
You do not need to upload a claim form.
Drag & Drop files to upload or click select files to browse your computer.
Fill in total amount requested for all claims, then click Submit

Your documents will be viewed and processed by a Catilize Health claim specialist within 5 business days.

The reimbursable items on your document will be itemized into separate claims and may be viewed under Processed Claims.

Your previously uploaded claim documents will be listed under View Claim Documents.

Upload

Drag & Drop Files To Upload
DROP FILE HERE TO UPLOAD

OR

Select files...

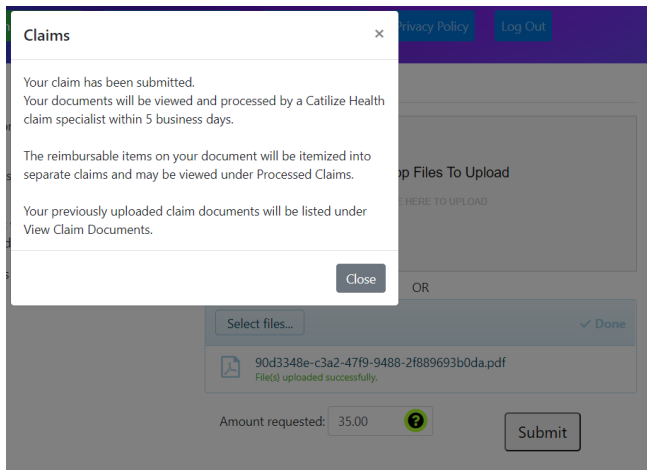
90d3348e-c3a2-47f9-9488-2f889693b0da.pdf
53.24 KB

Clear

Amount requested: 35.00 ?

Submit

After adding all of your documents and the total amount of all claims, click Submit. A pop-up box will confirm your claim has been submitted. You will also receive an email confirming you claim has been submitted.



Click Close to be directed to the View Claim Documents page.

VIEW CLAIM DOCUMENTS

Click on View Claim Documents.

Claim Documents
View Submitted claim Images



These are your claim images -
Your documents will be viewed and processed by a Catilize Health claim specialist within 5 business days.

The reimbursable items on your document will be itemized into separate claims and may be viewed under Processed Claims.


Amount Requested	Submitted On	Status
No data available in table		

Showing 0 to 0 of 0 entries

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Amount Requested	Submitted On	Status
  \$35.00	10/26/2021	Submitted

You can view submitted documents by clicking here.

Amount Requested	Submitted On	Status
  \$35.00	10/26/2021	Submitted

If you need to delete your submitted documents, click here.
You will get a prompt confirming that you want to delete the document.

These documents will be permanently deleted and cannot be recovered. Are you sure? ✕



Once processed, reimbursable items on your submitted document will be itemized into separate claims and may be viewed under Processed Claims.

PROCESSED CLAIMS

Click on Processed Claims.

From here, you can view claims that have been processed and approved for reimbursement. You can see the reference number, member name, date of submission and status of claim.

The screenshot shows a 'Processed Claims' section with a sub-link 'View Processed Images' and the text 'These are your processed claims'. Below this is a table with the following data:

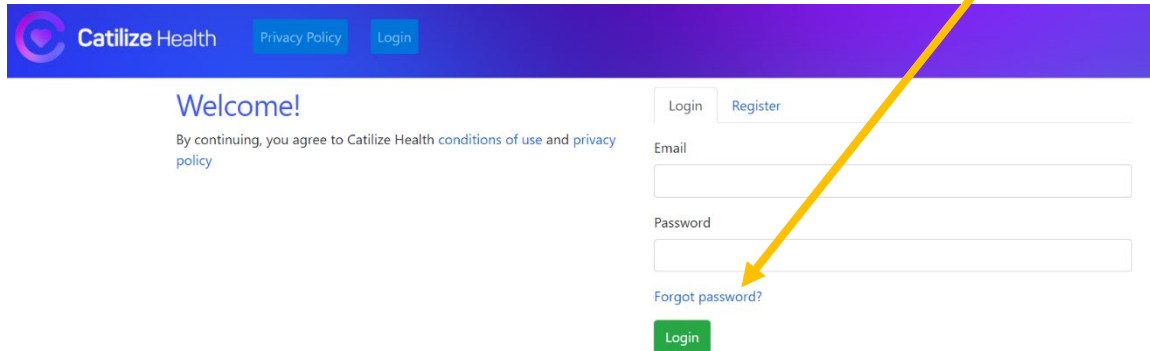
Ref #	Member Name	Submitted On	Status
1234567	Michael Patient	07/23/21	Paid
1231231	Billy Patient	06/25/21	Paid
1212121	Susie Patient	06/25/21	Paid

A yellow arrow points from the word 'Claim' (written diagonally across a hatched area) to the green circle with a plus sign in the first column of the table. Below the table, it says 'Showing 1 to 3 of 3 entries'.

To see more information about the claim, click the green circle with the plus sign. You can view the type of claim (co-pay, co-insurance or deductible), date of service and amount of reimbursement.

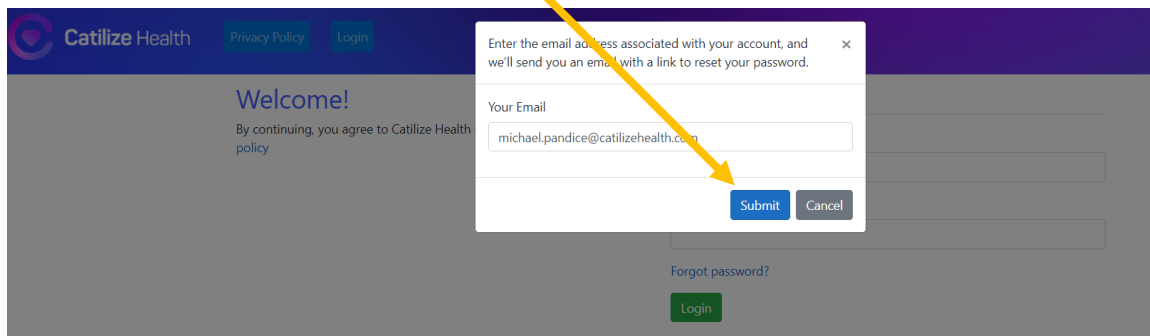
FORGOT PASSWORD

If you forget your password, go to the home page and click Forgot Password.



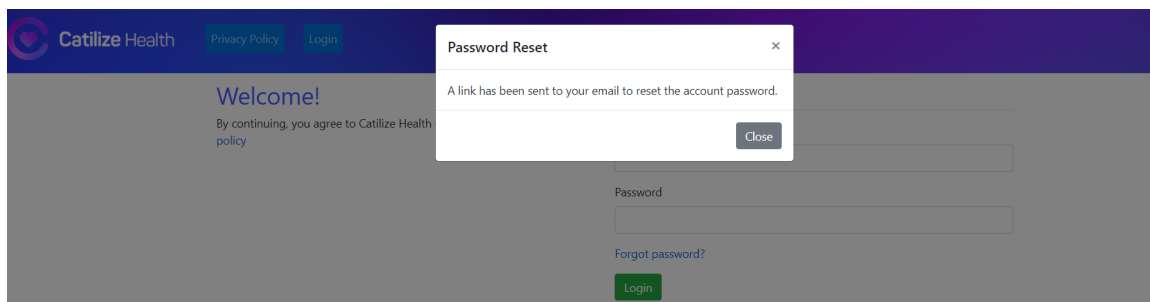
The screenshot shows the Catilize Health login page. At the top, there is a navigation bar with the Catilize Health logo, a 'Privacy Policy' link, and a 'Login' link. Below the navigation bar, the page says 'Welcome!' and includes a disclaimer: 'By continuing, you agree to Catilize Health conditions of use and privacy policy'. On the right side, there are two tabs: 'Login' and 'Register'. Below the tabs are three input fields: 'Email', 'Password', and 'Forgot password?'. A yellow arrow points to the 'Forgot password?' link. Below the input fields is a green 'Login' button.

Type in your email and click Submit.



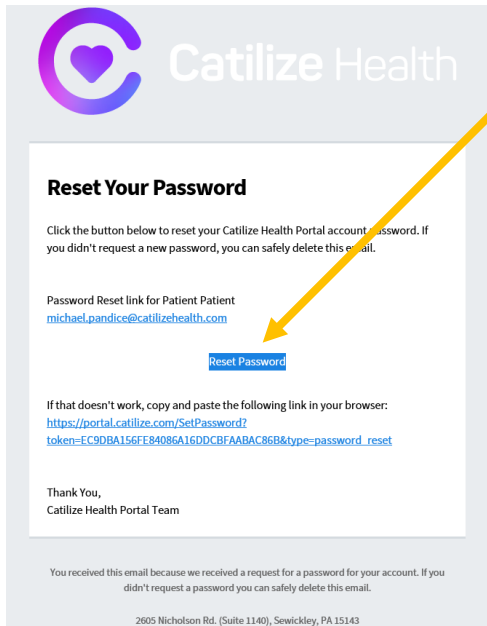
The screenshot shows the same Catilize Health login page, but with a modal form open. The modal has a title bar with a close button (X). The main text of the modal says: 'Enter the email address associated with your account, and we'll send you an email with a link to reset your password.' Below this text is a label 'Your Email' and an input field containing the email address 'michael.pandice@catilizehealth.com'. At the bottom of the modal are two buttons: 'Submit' and 'Cancel'. A yellow arrow points to the 'Submit' button. The background of the login page is dimmed.

You will get a confirmation box stating a link has been sent to your email to reset the account password.



The screenshot shows the same Catilize Health login page, but with a confirmation modal open. The modal has a title bar with a close button (X). The main text of the modal says: 'A link has been sent to your email to reset the account password.' Below this text is a 'Close' button. The background of the login page is dimmed.

When you receive the email, click Reset Password.



The link will direct you to the following page. Type in a new password and click Set Password.

Reset Password

Please use a password that has not been used previously on this or other websites.

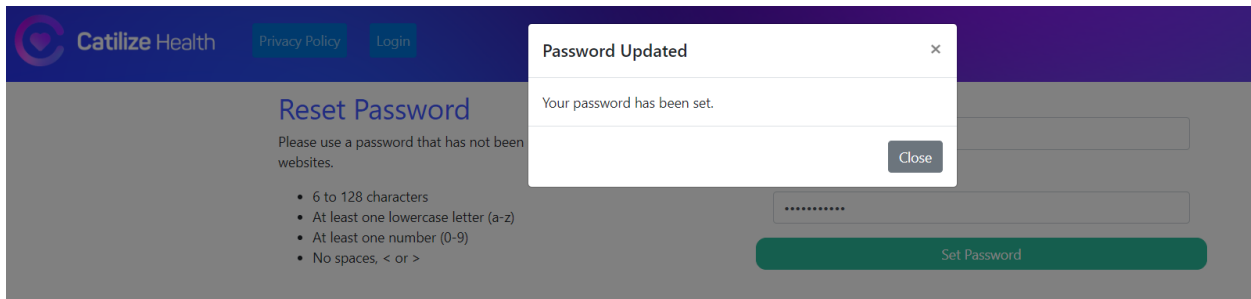
- 6 to 128 characters
- At least one lowercase letter (a-z)
- At least one number (0-9)
- No spaces, < or >

Set Your Password

Confirm Your Password

Set Password

You will receive confirmation that your password has been updated.



PRIVACY POLICY

Click on Privacy Policy to view our Privacy Policy.